Print this form, fill out applicable sections, and bring with you when you drop off your vehicle.

Customer Diagnostic Evaluation Form

Car Information
YEAR:_______________  MAKE:_______________  MODEL:_______________

Please check the boxes and describe engine drivability conditions that apply to your vehicle.

<table>
<thead>
<tr>
<th>Symptom</th>
<th></th>
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<tbody>
<tr>
<td>□ Hard starting (or not starting) but cranks properly</td>
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<tr>
<td>□ Excessive cranking time before starting</td>
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<tr>
<td>□ Starts normally but engine stalls or will not run</td>
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<tr>
<td>□ Rough (unsteady) idle speed</td>
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<tr>
<td>□ Idle speed is too high</td>
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<tr>
<td>□ Engine hesitates or stalls on acceleration</td>
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<tr>
<td>□ Engine stalls on deceleration or quick stop</td>
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<tr>
<td>□ Engine pings or knocks</td>
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<td>□ Engine runs on after key is turned off</td>
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<tr>
<td>□ Engine backfires (popping noise)</td>
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<tr>
<td>□ Speed changes without touching accelerator</td>
<td></td>
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<tr>
<td>□ Poor gas mileage (_______________MPG)</td>
<td></td>
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<tr>
<td>□ Other:______________________________</td>
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</tbody>
</table>

When Does Drivability Problem Occur?
Engine temperature gauge at:
□ Cold  □ Warm-up (fast idle)
□ Normal □ Hot
□ At all temperatures

Weather conditions:
□ Hot days
□ Cool or cold days
□ Humid or rainy days
□ Other:____________________________________

How Often Does Problem Occur?
□ Rarely  □ Sometimes  □ Always

Driving Conditions:
□ Accelerating
  □ Light □ Medium □ Hard
□ Decelerating
□ Cruising
□ Braking
□ Occurs at the vehicle speed of _______MPH
□ Occurs at the engine speed of _______RPM

What Type of Fuel is Used?
□ Regular    □ Unleaded
□ Premium unleaded □ Diesel

Brand of fuel used:______________________________

When Did Drivability Problem Start?
□ Suddenly occurred
  Mileage_____________________________
□ Gradually occurred
  Mileage_____________________________
□ Just started
□ Since car was new

Other Services Requested and Notes:
_______________________________________
_______________________________________
_______________________________________
_______________________________________

Name:_________________________________
Address:_______________________________
Phone:________________________________
Alt. Phone:____________________________
Email:________________________________